HONDA Service Bulletin

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1994 AND LATER	ACCORD PRELUDE ODYSSEY	ACCESSORIES	95-008
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Out-of-Warranty In-Dash Cellular Telephone Repair

This bulletin provides information for the repair of in-dash cellular telephones that are no longer in warranty. *It applies only to the repair of the in-dash cellular phone unit.* Any other in-dash cellular telephone component (handset, hands-free microphone, antenna, etc.) that fails should be considered unrepairable, and you should order a replacement component.

You deal directly with Motorola, the manufacturer, for in-dash cellular phone unit repair, and only Honda in-dash cellular telephones are subject to this program.

PROCEDURE

Once you have verified a customer's complaint of a malfunctioning in-dash cellular telephone, remove the defective in-dash cellular phone unit from the vehicle. Pack the unit carefully, include the proper paperwork, and ship it to the Motorola Service Center (see SHIPPING PROCEDURE).

The unit will be repaired or exchanged by Motorola, and shipped back within 10 calendar days of its receipt by Motorola. The repair is guaranteed by the service center for 90 days from the date of repair.

Motorola will log and track all in-dash cellular phone units by mechanical serial number. You may inquire about the status of a unit that is in for repair by calling Motorola at (800) 331-6456.

Should you or your customer experience any problems with this program, please contact your zone customer relations office.

SHIPPING PROCEDURE

1. Complete an Out-of-Warranty In-Dash Cellular Telephone Repair form (Y0393), and ship it with the defective in-dash cellular phone unit.
2. Include a *dealership* check for the repair and return shipping cost of $76.50 (no personal checks).

   NOTE: Include a copy of your tax-exempt certificate *the first time* you ship an in-dash cellular phone unit to Motorola. They will keep it on file for verification of future shipments.
3. Pack the unit carefully so it will not be damaged during shipping.
4. Ship the package to this address:

   Motorola Inc.
   National Service Center
   630 North U.S. Highway 45
   Libertyville, IL 60048

Once Motorola has repaired the in-dash cellular phone unit, it will be shipped back to you via Federal Express Next Day service. Included will be a packing list that details the repairs performed.

- In-dash cellular phone units sent without an Out-of-Warranty In-Dash Cellular Phone Unit Repair form, or with incomplete information, will be held until proper information is received.
- In-dash cellular phone units sent without a check will be returned unrepaired.

TELEPHONES RECEIVED DAMAGED

In-dash cellular phone units that are damaged, either during shipping or by misuse, cannot be

- Repaired or exchanged for the fixed price listed under SHIPPING PROCEDURE.
- Shipped back to you within the normal 10-day turnaround time.

Motorola will inspect the damage, and you will be given an estimate of any additional charges.

If you approve the estimate, mail a check for the additional charges to the Service Center. If you do not approve the estimate, the in-dash cellular phone unit will be returned to you. Motorola will issue you a refund check at the end of the current month.

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CUSTOMER INFORMATION: The information in this bulletin is intended for use *only* by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your car. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your car, or that your car has the condition described. To determine whether this information applies, contact an authorized Honda automobile dealer.

HONDA

OUT-OF-WARRANTY IN-DASH CELLULAR PHONE UNIT REPAIR

Dealer Name _____ Dealer No. _____

*Shipping Address _____

City _____ State _____ ZIP _____

Telephone No. ( ) _____ Contact Person _____

**If the billing address is different than the shipping address, please complete both sections.*

*Billing Address _____

City _____ State _____ ZIP _____

In-Dash Unit Model No. _____ ESN _____

Mechanical Serial No. _____

Installation Date _____ Repair Date _____

Customer Name _____ R.O. No. _____

Customer Complaint (explain in detail) _____

_____

_____

_____

Authorized Signature _____ Date _____

Please complete all portions of this form. This information is required before repairs can be completed. Be sure to include a dealership check for the amount of repair and shipping cost ($76.50), and if this is the first time you are shipping an in-dash cellular phone unit, include a copy of your tax-exempt certification.

Ship To: Motorola Inc.
National Service Center
630 North U.S. Highway 45
Libertyville, IL 60048
(800) 331-6456

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